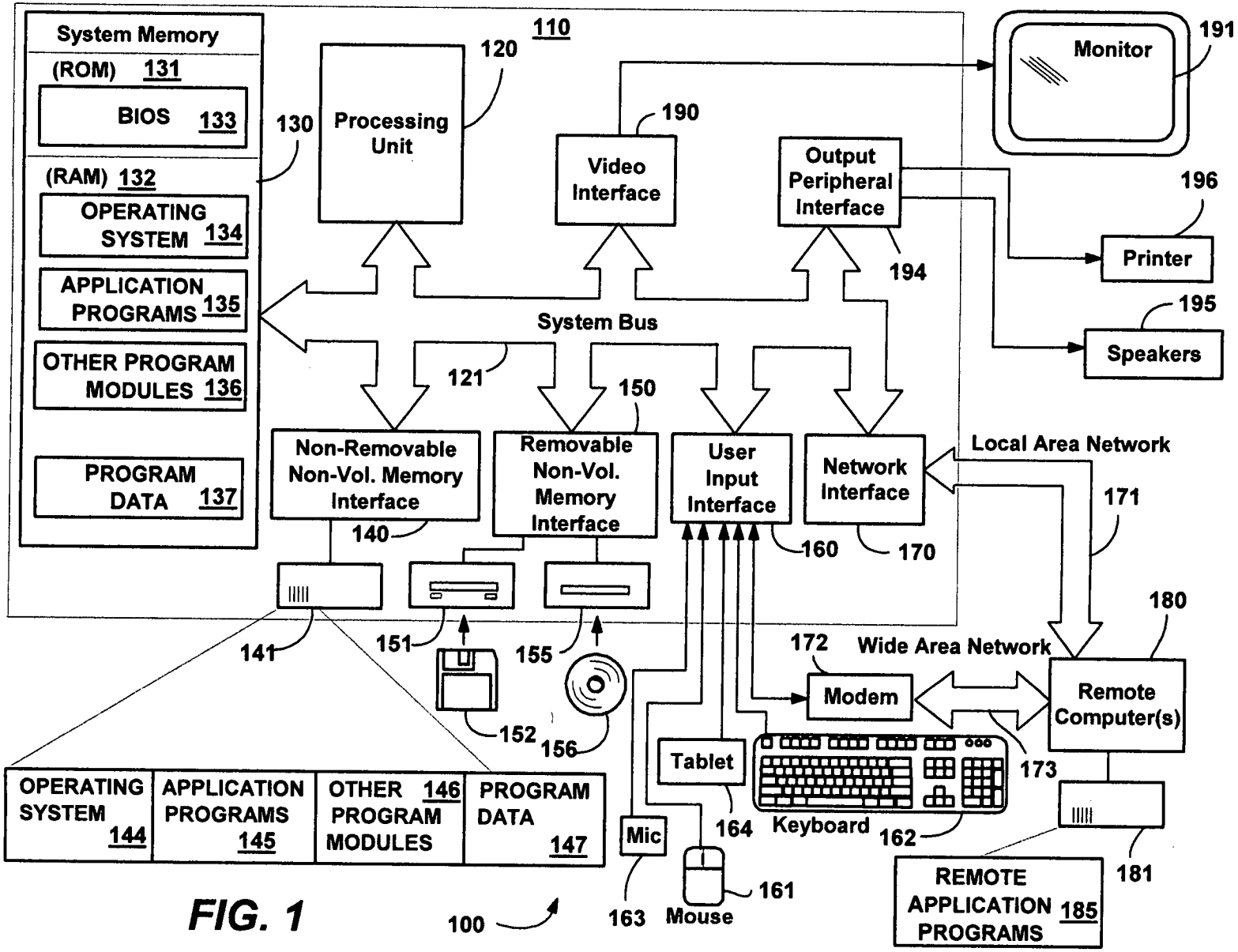

System Memory
(ROM) 131
BIOS 133
(RAM) 132
OPERATING SYSTEM 134
APPLICATION PROGRAMS 135
OTHER PROGRAM MODULES 136
PROGRAM DATA 137
130
Processing Unit
120
110
Video Interface
190
Monitor
191
Output Peripheral Interface
194
196
Printer
195
Speakers
System Bus
121
150
Non-Removable Non-Vol. Memory Interface
140
Removable Non-Vol. Memory Interface
User Input Interface
160
Network Interface
170
Local Area Network
171
180
Wide Area Network
172
Modem
Remote Computer(s)
173
141
151
155
152
156
Tablet
164
Keyboard
162
Mic
163
Mouse
161
181
REMOTE APPLICATION PROGRAMS 185
OPERATING SYSTEM 144
APPLICATION PROGRAMS 145
OTHER PROGRAM MODULES 146
PROGRAM DATA 147
100

FIG. 1

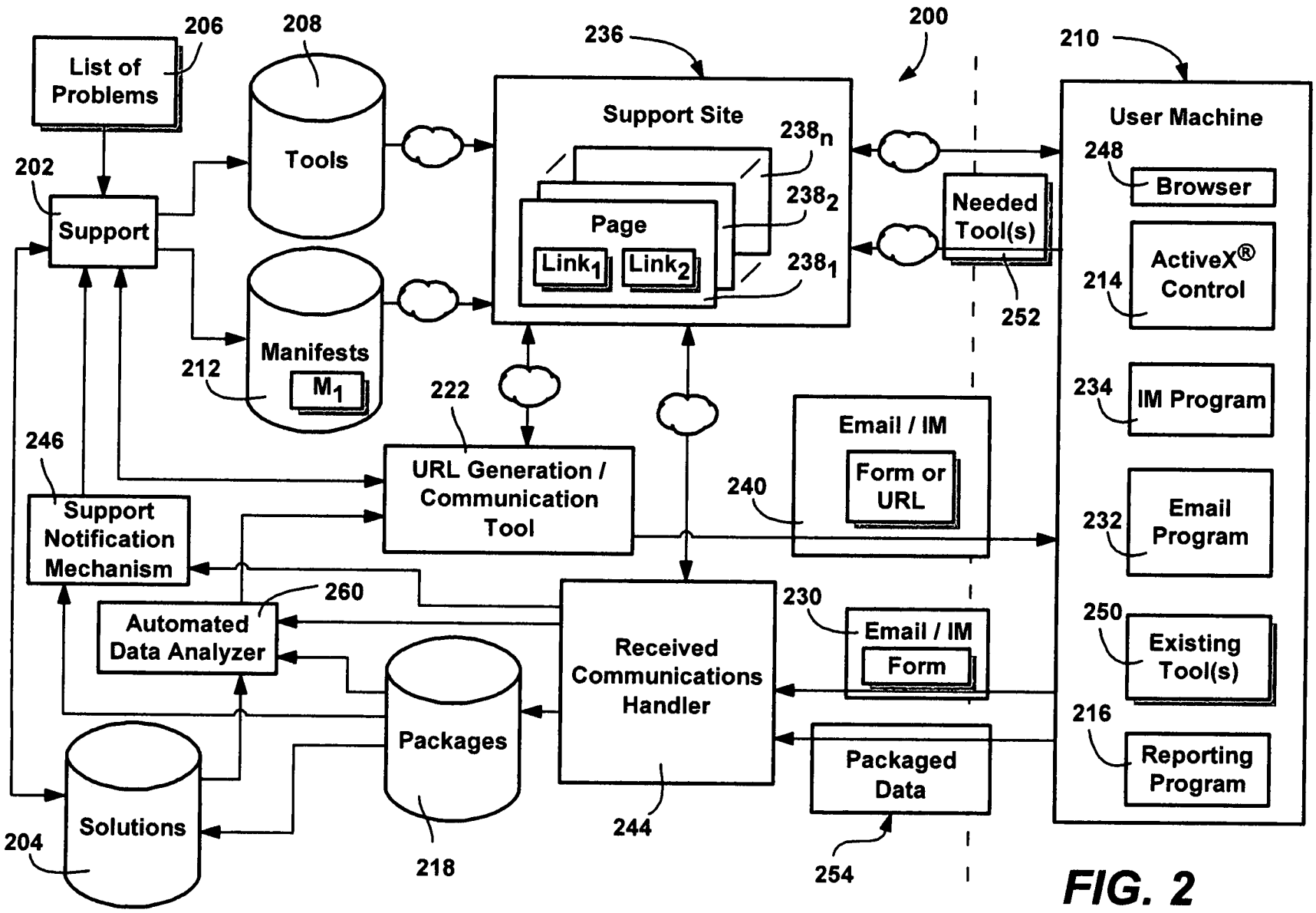

List of Problems
206
208
Tools
236
200
210
Support Site
User Machine
238_n
238_2
238_1
Page
Link1
Link2
202
Support
Needed Tool(s)
252
248
Browser
ActiveX® Control
214
Manifests
M1
212
222
234
IM Program
Email / IM
Form or URL
240
246
URL Generation / Communication Tool
Support Notification Mechanism
232
Email Program
260
230
250
Automated Data Analyzer
Email / IM
Form
Existing Tool(s)
Received Communications Handler
Packages
216
Reporting Program
Packaged Data
Solutions
204
218
244
254

FIG. 2

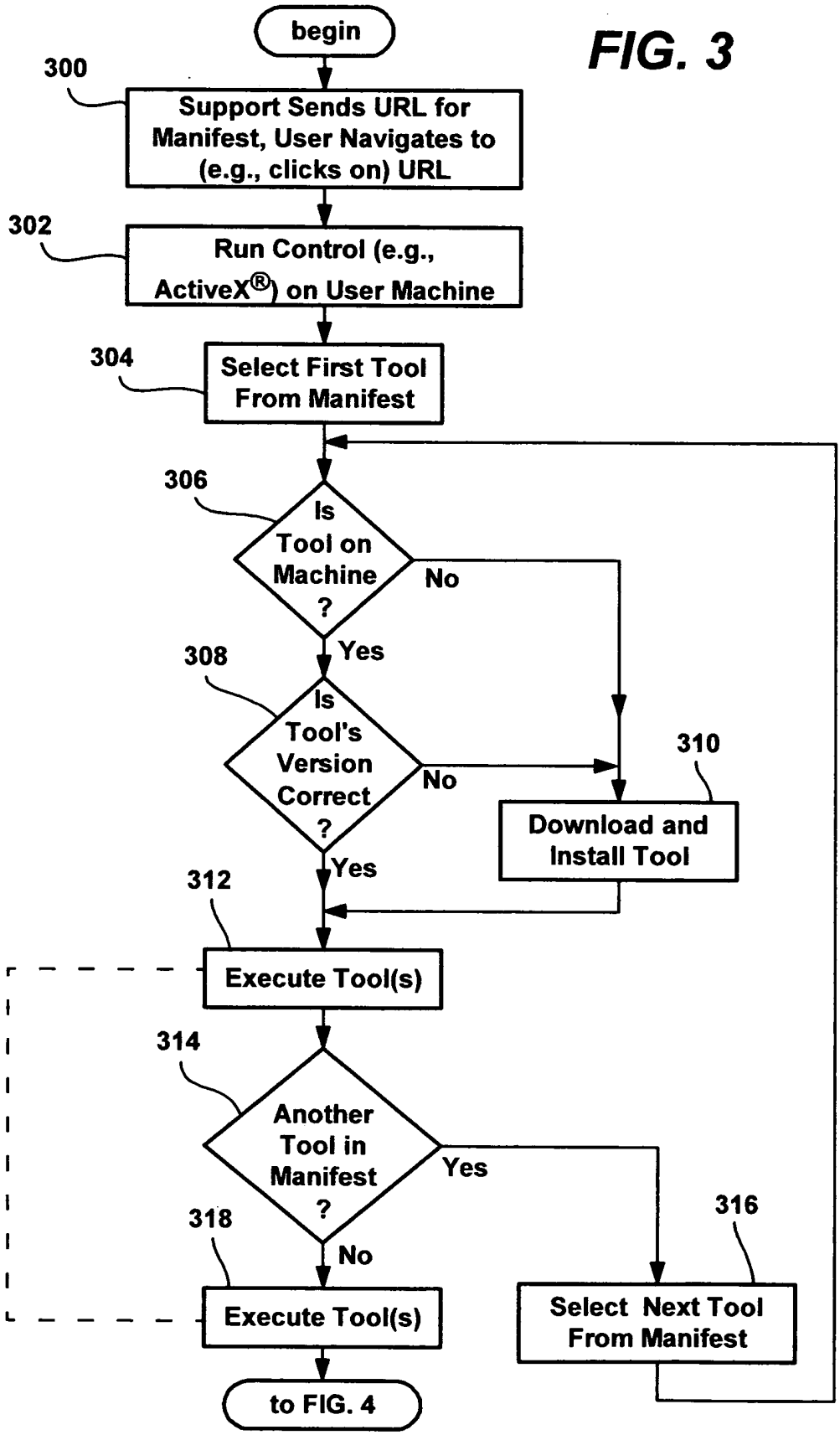
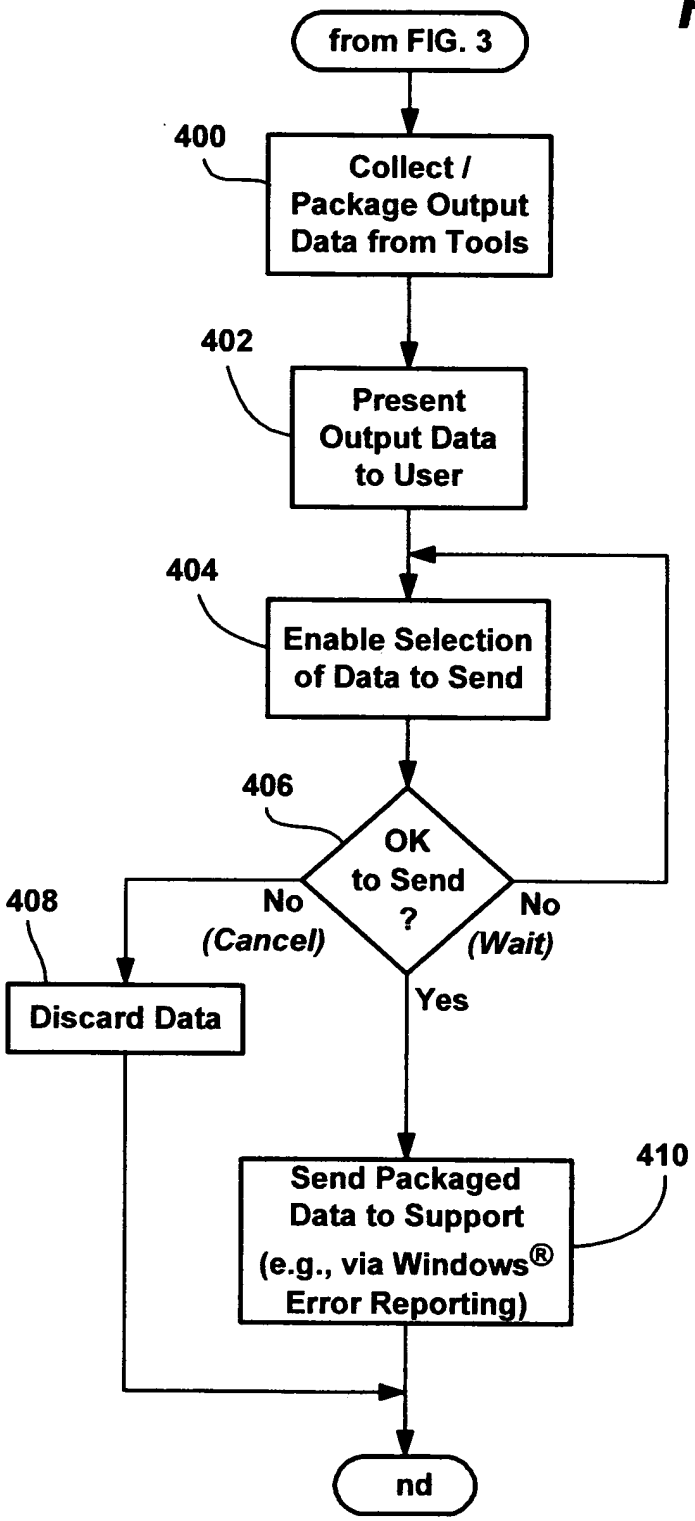

begin
300
Support Sends URL for Manifest, User Navigates to (e.g., clicks on) URL
302
Run Control (e.g., ActiveX®) on User Machine
304
Select First Tool From Manifest
306
Is Tool on Machine ?
No
Yes
308
Is Tool's Version Correct ?
No
Yes
310
Download and Install Tool
312
Execute Tool(s)
314
Another Tool in Manifest ?
Yes
No
316
Select Next Tool From Manifest
318
Execute Tool(s)
to FIG. 4

FIG. 3

FIG. 4


from FIG. 3
400
Collect / Package Output Data from Tools
402
Present Output Data to User
404
Enable Selection of Data to Send
406
OK to Send ?
No (Cancel)
No (Wait)
Yes
408
Discard Data
410
Send Packaged Data to Support (e.g., via Windows® Error Reporting)
nd

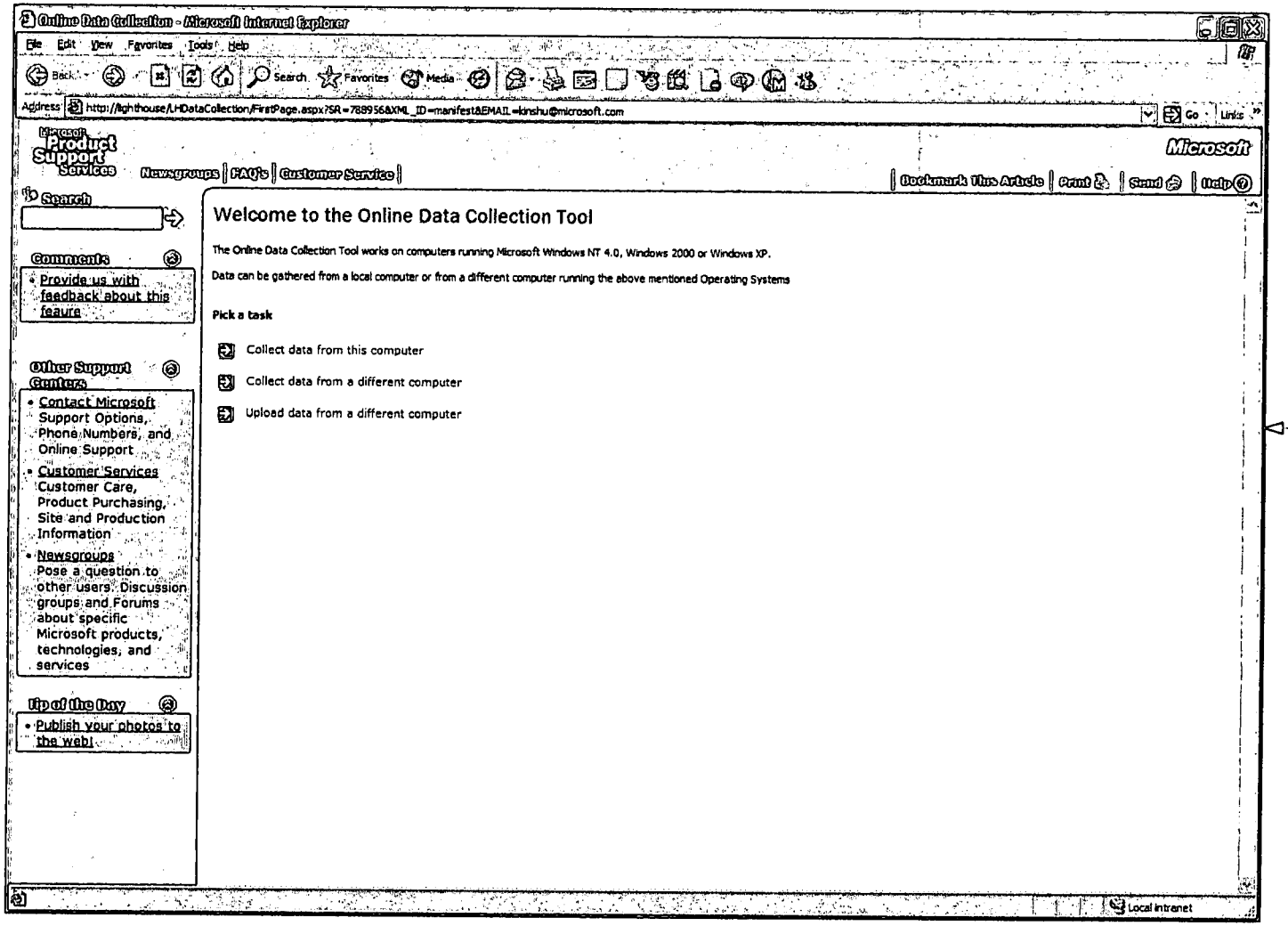
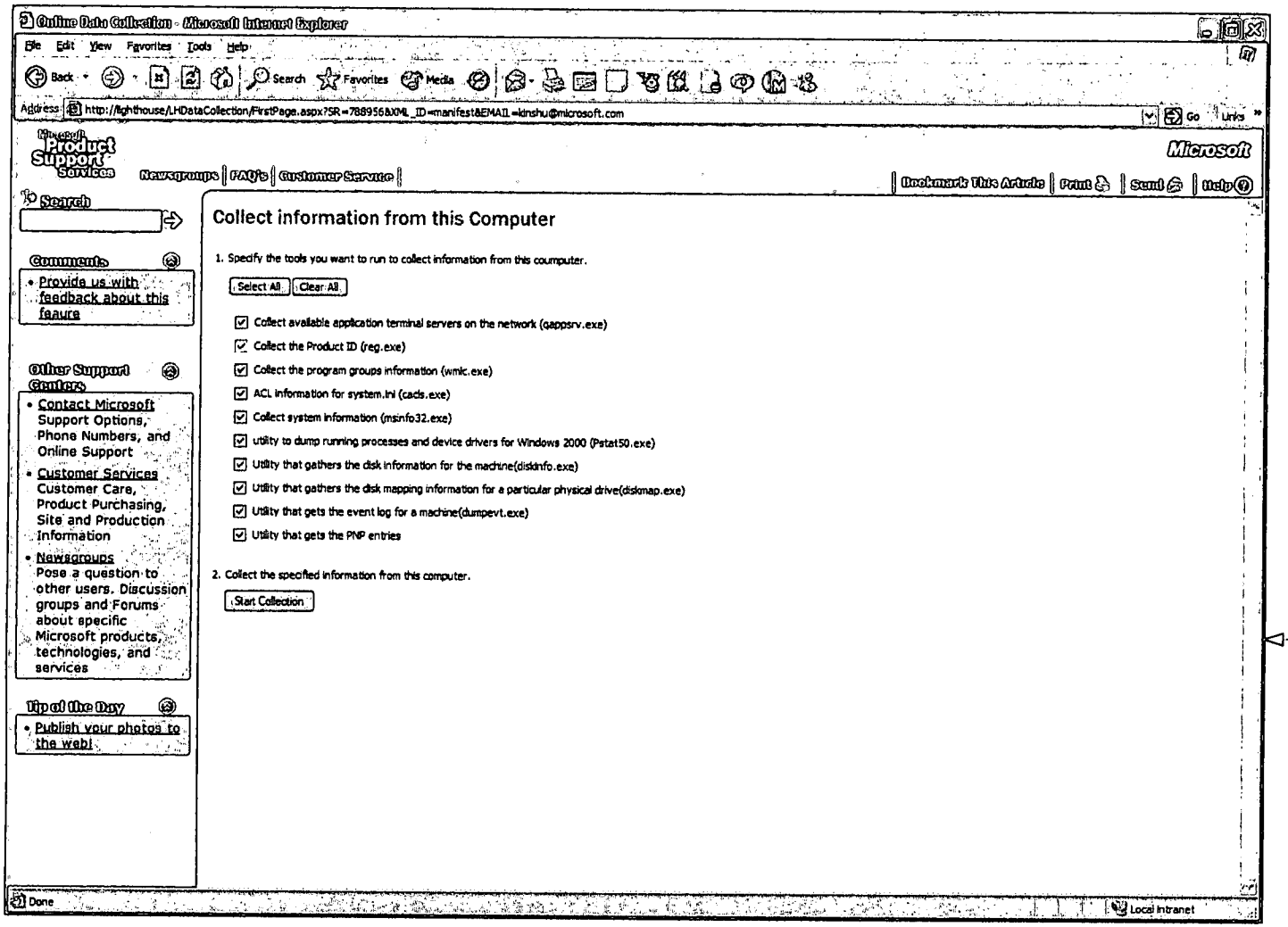

Online Data Collection - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://lighthouse/LHDataCollection/FirstPage.aspx?SR=788956&XML_ID=manifestAEMAIL=kinshu@microsoft.com
Go Links
Microsoft Product Support Services
Newsgroups | FAQ's | Customer Service
Microsoft
Bookmark This Article | Print | Send | Help
Search
Comments
Provide us with feedback about this feaure
Other Support Centers
Contact Microsoft Support Options, Phone Numbers, and Online Support
Customer Services Customer Care, Product Purchasing, Site and Production Information
Newsgroups Pose a question to other users. Discussion groups and Forums about specific Microsoft products, technologies, and services
Tip of the Day
Publish your photos to the web!
Welcome to the Online Data Collection Tool
The Online Data Collection Tool works on computers running Microsoft Windows NT 4.0, Windows 2000 or Windows XP.
Data can be gathered from a local computer or from a different computer running the above mentioned Operating Systems
Pick a task
Collect data from this computer
Collect data from a different computer
Upload data from a different computer
Local intranet
500

FIG. 5


Online Data Collection - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://lighthouse/LHDataCollection/FirstPage.aspx?SR=788956&XML_ID=manifest&EMAIL=kinshu@microsoft.com
Go Links
Microsoft Product Support Services
Newsgroups | FAQ's | Customer Service
Microsoft
Bookmark This Article | Print | Send | Help
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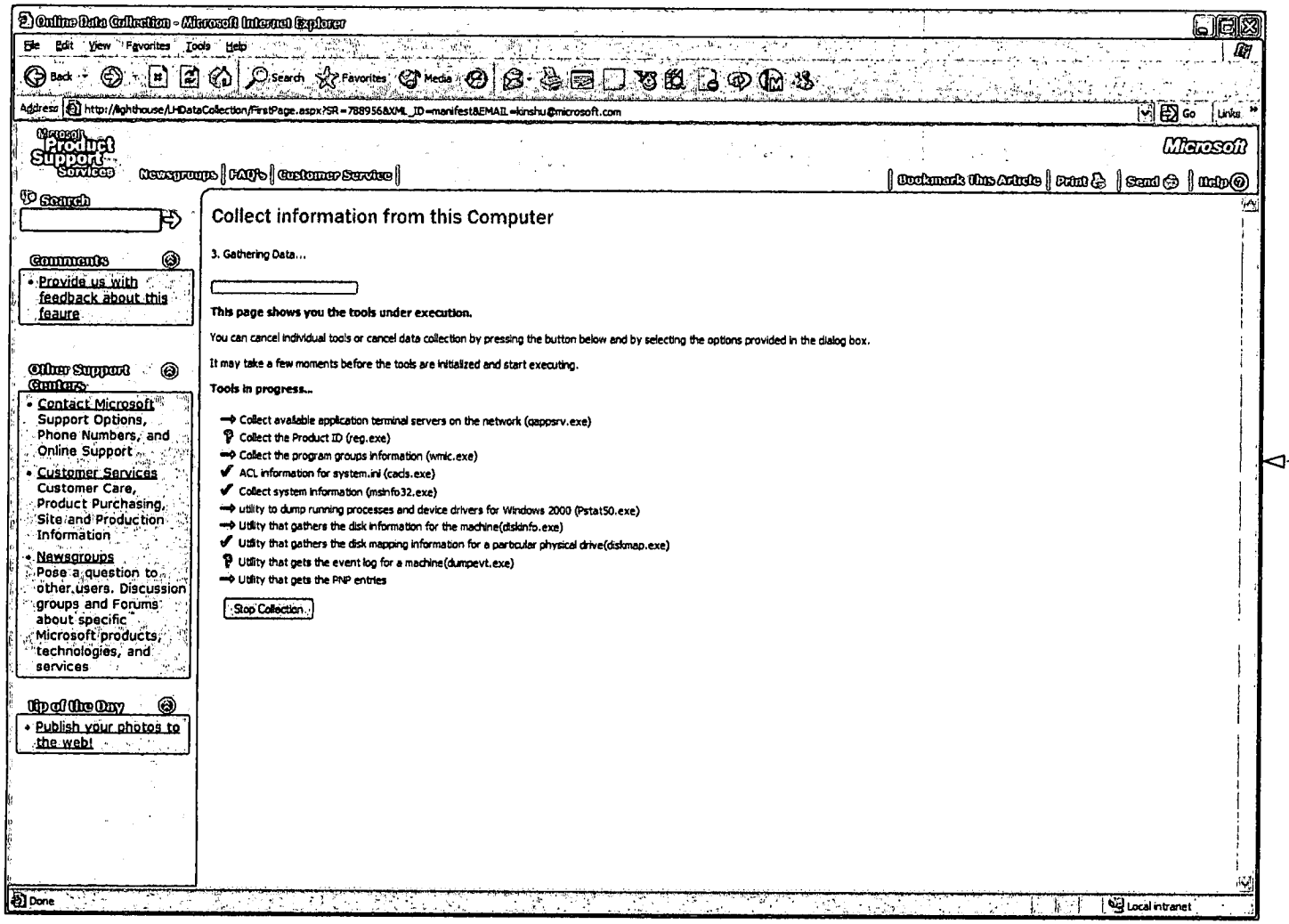
Comments
• Provide us with feedback about this feaure
Other Support Centers
• Contact Microsoft Support Options, Phone Numbers, and Online Support
• Customer Services Customer Care, Product Purchasing, Site and Production Information
• Newsgroups Pose a question to other users. Discussion groups and Forums about specific Microsoft products, technologies, and services
Tip of the Day
• Publish your photos to the web!
Collect information from this Computer
1. Specify the tools you want to run to collect information from this computer.
Select All
Clear All
Collect available application terminal servers on the network (qappsrv.exe)
Collect the Product ID (reg.exe)
Collect the program groups information (wmic.exe)
ACL information for system.ini (cacls.exe)
Collect system information (msinfo32.exe)
utility to dump running processes and device drivers for Windows 2000 (Pstat50.exe)
Utility that gathers the disk information for the machine(diskinfo.exe)
Utility that gathers the disk mapping information for a particular physical drive(diskmap.exe)
Utility that gets the event log for a machine(dumpevt.exe)
Utility that gets the PNP entries
2. Collect the specified information from this computer.
Start Collection
Done
Local Intranet
600

FIG. 6


Online Data Collection - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://lighthouse/LHDataCollection/FirstPage.aspx?SR=788956&XML_ID=manifest&EMAIL=kinshu@microsoft.com
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Microsoft Product Support Services
Microsoft
Newsgroups | FAQ's | Customer Service
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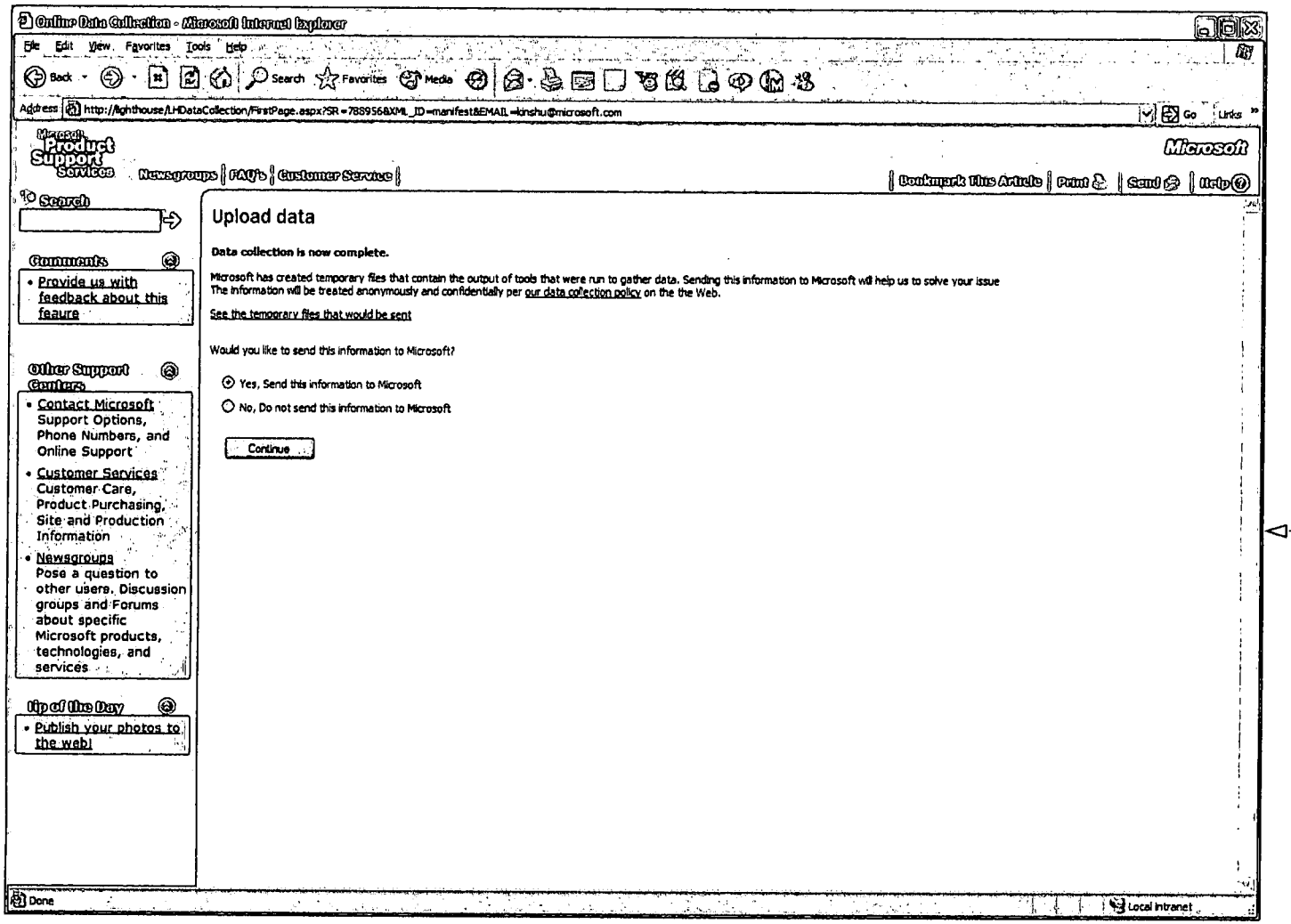
Search
Comments
• Provide us with feedback about this feaure
Other Support Centers:
• Contact Microsoft Support Options, Phone Numbers, and Online Support
• Customer Services Customer Care, Product Purchasing, Site and Production Information
• Newsgroups Pose a question to other users. Discussion groups and Forums about specific Microsoft products, technologies, and services
Tip of the Day
• Publish your photos to the web!
Collect information from this Computer
3. Gathering Data...
This page shows you the tools under execution.
You can cancel individual tools or cancel data collection by pressing the button below and by selecting the options provided in the dialog box.
It may take a few moments before the tools are initialized and start executing.
Tools in progress...
Collect available application terminal servers on the network (qappsrv.exe)
Collect the Product ID (reg.exe)
Collect the program groups information (wmic.exe)
ACL information for system.ini (cacls.exe)
Collect system information (msinfo32.exe)
Utility to dump running processes and device drivers for Windows 2000 (Pstat50.exe)
Utility that gathers the disk information for the machine(diskinfo.exe)
Utility that gathers the disk mapping information for a particular physical drive(diskmap.exe)
Utility that gets the event log for a machine(dumpevt.exe)
Utility that gets the PNP entries
Stop Collection
Done
Local intranet

700

FIG. 7


Online Data Collection - Microsoft Internet Explorer
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Back Search Favorites Media
Address http://lighthouse/LHDataCollection/FirstPage.aspx?SR=788956&XML_ID=manifest&EMAIL=kinshu@microsoft.com
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Other Support Centers
• Contact Microsoft Support Options, Phone Numbers, and Online Support
• Customer Services Customer Care, Product Purchasing, Site and Production Information
• Newsgroups Pose a question to other users. Discussion groups and Forums about specific Microsoft products, technologies, and services
Tip of the Day
• Publish your photos to the web!
Upload data
Data collection is now complete.
Microsoft has created temporary files that contain the output of tools that were run to gather data. Sending this information to Microsoft will help us to solve your issue
The information will be treated anonymously and confidentially per our data collection policy on the the Web.
See the temporary files that would be sent
Would you like to send this information to Microsoft?
Yes, Send this information to Microsoft
No, Do not send this information to Microsoft
Continue
Done
Local intranet
800

FIG. 8

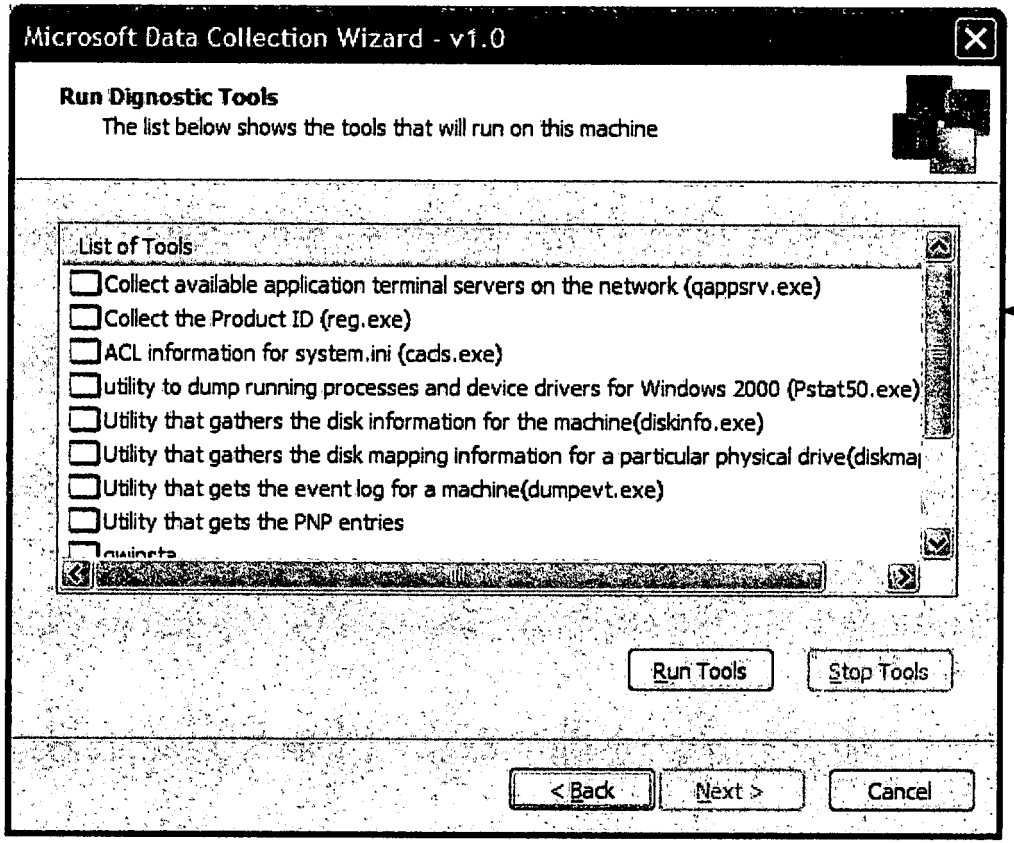
Microsoft Data Collection Wizard - v1.0
Run Dignostic Tools
The list below shows the tools that will run on this machine
List of Tools
Collect available application terminal servers on the network (qappsrv.exe)
Collect the Product ID (reg.exe)
ACL information for system.ini (cacls.exe)
utility to dump running processes and device drivers for Windows 2000 (Pstat50.exe)
Utility that gathers the disk information for the machine(diskinfo.exe)
Utility that gathers the disk mapping information for a particular physical drive(diskma
Utility that gets the event log for a machine(dumpevt.exe)
Utility that gets the PNP entries
Run Tools
Stop Tools
< Back
Next >
Cancel
900

FIG. 9

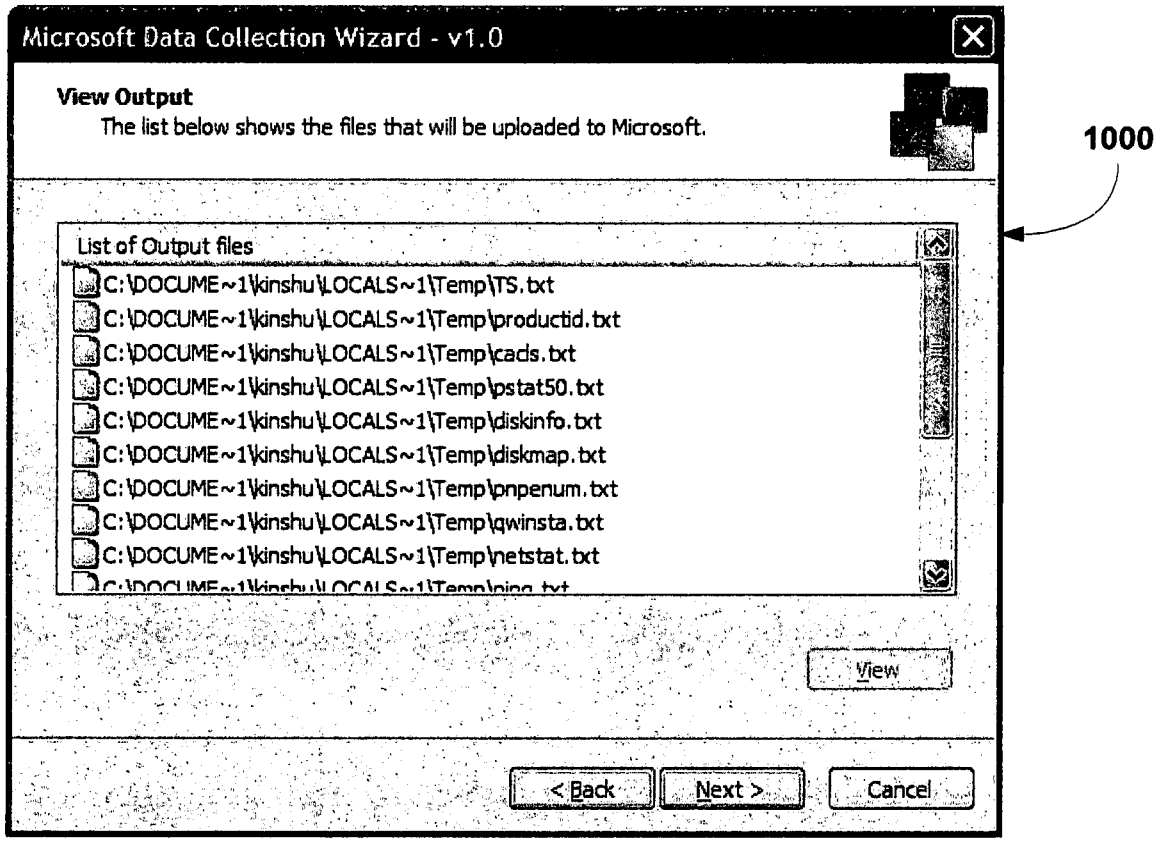
Microsoft Data Collection Wizard - v1.0
View Output
The list below shows the files that will be uploaded to Microsoft.
1000
List of Output files
C:\DOCUME~1\kinshu\LOCALS~1\Temp\TS.txt
C:\DOCUME~1\kinshu\LOCALS~1\Temp\productid.txt
C:\DOCUME~1\kinshu\LOCALS~1\Temp\cads.txt
C:\DOCUME~1\kinshu\LOCALS~1\Temp\pstat50.txt
C:\DOCUME~1\kinshu\LOCALS~1\Temp\diskinfo.txt
C:\DOCUME~1\kinshu\LOCALS~1\Temp\diskmap.txt
C:\DOCUME~1\kinshu\LOCALS~1\Temp\pnpenum.txt
C:\DOCUME~1\kinshu\LOCALS~1\Temp\qwinsta.txt
C:\DOCUME~1\kinshu\LOCALS~1\Temp\netstat.txt
View
< Back
Next >
Cancel

FIG. 10